



UNITED SYNAGOGUE JOB DESCRIPTION

JOB TITLE:	Community Administrator
LOCATION:	Cranbrook United Synagogue
WORKING HOURS:	23.5 hours per week - work pattern to be agreed Will include alternate Friday and Sunday mornings and occasional evening meetings such as Board of Management and Annual General Meetings.
SALARY:	£16,785 per annum
REPORTS TO:	Chairman of Cranbrook United Synagogue
BENEFITS:	20 days holiday, plus 8 Bank Holidays - pro rata Jewish festivals when they fall on a normal working day Auto-Enrolled Pension

JOB PURPOSE:

To provide proactive, efficient, empathetic and professional administrative support to the rabbinic staff, lay-leaders and to the community, in order to provide optimum recording and communication of information and to facilitate events and use of the premises. The role also includes deputising for the Community Finance Administrator.

1. DUTIES & RESPONSIBILITIES

1.1. Membership

- Help administer new member applications and provide information to new members when required
- Maintain the membership database, collecting updated member contact details when required
- Recruitment of members onto volunteering rotas when required
- Notify the Rabbi and HO's of new joiners and update the communications and website mailing list
- Maintain lists of contact details of key committees e.g. Board of management
- To be responsible for Annual General Meetings including documentation.
- Encourage people enquiring about membership of the Synagogue to join, provide them with all appropriate information and advice, and offer the opportunity for a visit. Notify the Rabbi and HOs of prospective members who may visit on Shabbat or other times.

1.2 Life Cycle Events

- Liaising with members leading up to Jewish life-events to ensure the shul provides the correct resources to the member and that community leaders and associated volunteers have the correct information. This includes but is not limited to:
- Checking the appropriate call-up date with the Rabbi and wardens where required
- Sending relevant forms to the member and processing the response, including monthly Yahrzeit letters
- Liaising with and providing information to wedding couples on use of the premises and processing the necessary forms and arranging Ministers
- Act as the Synagogue's Secretary for Marriages (Registrar), as appropriate.
- Arranging resources for a bereavement such as use of prayer books and chairs
- Liaising with the Community Care Team for members in need of support

1.3 Communication

- Coordination of information flow between staff, lay-leaders and volunteers regarding events, rotas and resources including taking minutes AGMs and board meetings.
- Maintaining a shared digital calendar for all community events and use of the premises and coordinating diaries for Rabbi, Rebbetzen and Welfare Minister
- Notifying staff, volunteers and relevant others in the community of bereavements
- Sending letters of condolence or Mazal Tov to members when relevant
- Coordination with the caretaking staff regarding use of the premises
- Coordination with the security officer regarding use of the premises

1.4 Publicity

- Management of community information and notices to be publicised in weekly newsletters and other relevant media, such as the community website, Facebook page and specific WhatsApp groups
- Direct marketing of specific events, including the creation of flyers to members by telephone or email where required and prepare mailings as and when required
- Preparation and regular distribution of information to the community, including but not limited to:
 - A weekly printed newsletter distributed around the Synagogue building for Shabbat services
 - Posters and notice boards on the walls around the building and digital screens
 - A weekly emailed newsletter to members

1.5 Events and Facilities

- Consulting with the security officer regarding any security aspects of events and their respective publicity
- Assisting with ordering food for Kiddushim and events, when required.
- Coordination with the caretakers regarding use of the premises for events and catering
- Ensure notice boards are kept up to date and tidy
- Setting up, managing and processing event bookings using the US online system
- Assisting the event coordinators with any necessary logistics and resources prior to the event as and when required
- Becoming familiar with any health and safety issues and ensuring all events are run to the highest standard of health and safety practices
- Processing required paperwork for external hire of the premises and liaising with the client where necessary
- Manage caretaking and cleaning staff to ensure the building is always maintained and cleaned to the highest standards
- School visits - Liaising with all relevant parties to ensure visits are coordinated and run smoothly.

2. GENERAL DUTIES

- Opening all general mail and disseminating or replying to or referring where relevant
- Assisting the office staff in dealing with any member enquiries in person or by telephone and with general administrative duties during busy periods
- On alternate Friday and Sunday mornings, staffing the office alone and handling any enquiries, where able, or taking and passing on messages
- Providing cover for other office staff during planned or unplanned absences
- Ensuring the building is cleaned and maintained to the highest possible standard

3. PERSON SPECIFICATION

The person to be appointed to this post should be able to demonstrate the following:

Abilities

- Strong attention to detail to ensure work is carried out to the quality expected
- Managing and prioritising a varied workload, to designated deadlines and objectives
- To work in a professional manner, developing effective working relationships with staff, lay-leaders, community members, volunteers and suppliers and preserving confidentiality
- To deliver a consistently high-quality customer-focused service with patience, politeness and discretion.
- To work as an effective and proactive member of the Synagogue team

Skills

- Excellent written/communication and interpersonal skills
- Time management and planning
- Fully computer literate with substantial experience of using Microsoft Office

Knowledge

- Considerable knowledge of Jewish Customs and practices
- Commitment to the values, aims and objectives of the United Synagogue

GENERIC DUTIES

- Committed to the aims of the United Synagogue and act as an ambassador for the organisation
- Comply with The United Synagogue's policy and procedures and code of expectations
- Bring to the attention of senior staff any health and safety requirements, which become obvious. In the event of any immediate danger, to take the appropriate action to reduce risk to physical danger to employees, members, contractors, volunteers, children, parents, visitors or staff
- Work collaboratively with other colleagues across the organisation to ensure the United Synagogue can achieve its vision, mission, and strategy
- Undertake appropriate training as requested by your line manager in conjunction with the Human Resources Department and be committed to own continuous professional development
- Carry out any other reasonable duties as requested by the Chief Executive or other designated senior staff/undertaking such other duties that occasionally fall within the purpose of the post
- Maintaining high levels of discretion and confidentiality at all times
- This job description and person specification is not prescriptive; it merely outlines the key tasks and responsibilities of the post and the key tasks and responsibilities are subject to change, any changes will be made in consultation with the post holder
- This Job Description is subject to alteration in response to the changes in legislation or The United Synagogue's operational procedures
- **Due of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation Act, 1974, by virtue of the Rehabilitation of Offenders Act, 1974, (Exceptions) Order 1975**
- **Accordingly, a valid and current enhanced Disclosure and Barring Service (DBS) certificate (formerly CRB) that is satisfactory to the United Synagogue will be required; please ensure that you complete the United Synagogue Application Form Part 2 appropriately**